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State Audit Finds State-Run Driver License Offices Often Provide Timely In-Person Services, but Improvements to Measuring Online Service Performance Needed

DENVER— The Colorado Office of the State Auditor (OSA) has issued a performance audit of the Division of Motor Vehicles (Division) within the Colorado Department of Revenue (Department). In Calendar Year 2021, 1.49 million driver licenses and identification services were provided in Colorado. Most services were provided by 35 state-run driver license offices that are overseen by the Division, while some services were provided by county clerks and recorders. The audit reviewed services provided by the state-run offices.

Overall, auditors found that the Division has taken steps to improve the effectiveness and timeliness of driver license and identification services. In Calendar Year 2021, the Division met its internal goal for state-run offices to complete 75 percent of customer transactions within 30 minutes. Those offices met the goal 84 percent of the time, and the average customer transaction was completed within about 19 minutes. Auditors also found that a system error caused the Division to overstate the time that about 4 percent of customers had waited for services from July through December 2021. Auditors found that these customers' wait times were overstated by 23 minutes, on average. "When the Division uses inaccurate data to monitor the timeliness of state offices, the Division may dedicate more resources to an office that appears untimely when it actually meets the timeliness goal, so the system error should be fixed," said Jenny Page, Audit Manager.

Auditors also found that the Department could improve how it measures the Division's performance in implementing online driver license and identification services. The Department's Fiscal Year 2022 Performance Plan for July 1, 2021 through June 30, 2022 included a goal to increase customers' use of online self-service options by 2.5 percent from the previous year. The

Department did not meet this goal for Fiscal Year 2022, and auditors found that for July to December 2021, the Department had over-reported use of online services by 1 percent. The Division has a more accurate standard report for measuring customer use of online services; however, the Department did not use this report when reporting on this performance goal.

The audit makes two recommendations for improvements. The full audit report is available online at www.colorado.gov/auditor.

About the Office of the State Auditor

Under the direction of the State Auditor, the OSA's nonpartisan, professional staff promote government accountability by conducting independent performance, financial, and IT audits and evaluations of state agencies, departments, and institutions of higher education; conducting independent evaluations of the State's tax expenditures (e.g., credits, exemptions, deductions); tracking about 4,000 Colorado local governments for compliance with the Local Government Audit Law; and operating a statewide fraud reporting hotline.

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